

District Questions

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Earning a Pay Rise

- What do you earn now?
- Are you still on the same hourly rate as when you started your current job?
- How do you feel about asking for a raise?
- Do you know the minimum and maximum wage in your job role?
- Does your employer have a pay increment system?
- What is the pay structure with your employer?

Refer to:
handbook
manager
HR
Friends/colleagues
Union

- When did you last receive a pay rise?
- Has anyone else had a rise?
- Are pay increases linked to appraisal reviews?
- Have you had an appraisal/performance review and completed your probationary period?

If No – ask for a review of your performance, present any evidence you have of your performance.

If yes - What was the outcome of your last appraisal review?

Employment Retention and Advancement (ERA)

- Has anyone spoken to you about how you are doing at work?

If Yes, are you;

- Doing well? How, what are your strengths, what are you doing well – this can be use as a bargaining tool.
- Not doing well? Is there any training you could do that would help, can I do anything to help?
- Do you have performance related pay?
- Have you discussed a pay rise with your manager?
- Would your employer pay for additional skills and qualifications?
- What's the normal pay for the industry?
- Do you have a Trade Union and are you a member?
- Have you checked what similar jobs are paying?
- Are other companies recruiting people with your experience?
- Have you contacted your employer's competitors to see if they have openings?
- Can you take on additional responsibilities that can be used in other aspects of the business?
- Would you consider working a different shift pattern?
- Are you willing to do additional training in your own time?
- How's the industry doing?
- Is your employer in a good position in the market?

Pay Rise Checklist

- Ask about rise points at interview. Enter into salary negotiations at hire/review.
- Bring in a staff/employee handbook so you and the adviser can review it.
- Ask for a rise but only after a minimum of three months on the job if no rise point has been established.
- Check with competitors. See if they pay more.
- Work on shifts that have a pay-differential.
- Ask about the criteria to get a rise.

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- Find out about bonuses and incentives for working faster.
- Keep a list or a log about what you do. Make a list of special projects you have done. Be prepared to explain why you should get a rise. Present your “portfolio.”
- Work with your adviser to write a list of transferable skills.
- Look for a better paying job while you are still employed.
- Ask your adviser to follow-up with the employer. Let them ask about a rise.
- Practice how to ask for a rise. Role-play with staff.
- Do not talk about how much money you make with other employees.
- Ask for a performance review between rise points.
- Do work that is outside of your responsibilities or job classification.
- Take training to learn new skills that are needed at the next level.
- Learn negotiation skills.
- Stay on your job through the rise point so if you look for another job you can say you earned the higher wage.
- Participate in union activities, if appropriate.
- Write a proposal outlining what you do, and compare it to what employers pay staff who have these responsibilities.

Earning a Promotion

- What do you hope to gain by getting a promotion?
- What are the benefits – salary, pension, holiday entitlement?
- What is the company policy on promotion?
- Does your company promote regularly?
- What opportunities are available?
- What role would you like to do when you have been promoted?
- What does your company look for when they promote?
- Have you indicated your interest in being promoted?
- Have you discussed promotion with your supervisor or anyone else at work?
- Have you offered to take on extra duties?
- What skills do you presently have that would help you obtain promotion and be a success?

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- Are there any skills/qualifications that would help you obtain a promotion?
- Does your work offer any courses that could help?
- Are there any courses available outside of work that you know of that could help?
- Could you take on extra duties in order to increase your skills?
- Could you shadow a colleague or line manager in order to increase your skills?
- Would you consider moving to another company to achieve this goal?
- Can you “talk the talk” and “walk the walk.”
- Have you checked that promotion is compatible with your home circumstances? E.g. financially, work life balance
- Do you require training to gain promotion?
If yes – who can provide it? Can you attend this training?
- Are you able to accept the responsibility of the new job?
- Could you cope with the additional workload?
- Have you prepared yourself for interviews?
- Have you considered/ spoken to your family about the impact a promotion may have on your lives?
- Would there be any childcare/ transport issues?
- Do you know what paperwork is involved in the job?
- Are you aware of the responsibilities of becoming a supervisor/team leader/ manager from being a team member?
- Why is it desirable at this time?
- How can we work together to help you?

Getting Training and Qualifications Necessary For A Job

- What qualifications do you have?
- Have you explored what training/qualifications you need?
- Have you talked to your employer about what qualifications are needed for the job?
- Have you asked your employer if they will provide or fund the training?
- Have you researched colleges/providers that can do the required training?

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- Have you spoken to a colleague who has done the training to see how they went about it?
- Have you researched how much it would cost to undertake the required training?
- Have you visited any colleges, universities or training providers to collect information on the training?
- Have you enrolled on any training courses?
- Do you know anyone in this line of work?
- Did they have to train on the job or go to college on a full or part-time basis?
- How are you at sitting exams and applying yourself to study?
- Would you consider voluntary work in this area to ensure you are making the right choice?
- If external training were provided would the employer help with the cost?
- Have you looked on the Internet for more details?
- Have you considered open learning?
- Would your employer allow to time off?
- If you consider training alongside normal working hours does this suit your domestic circumstances?
- Are you aware of the commitment involved with training?
- Have you visited the place of training?
- Would you experience any transport difficulties?
- Do you know how successful previous candidates have been with this course?
- Do you know what prospects you have if you get this qualification?
- Are you willing to attend evening classes?
- Do you know the cost of the training you require?
- Are you aware of the length of time it would take to study to get a qualification in this field?
- How many hours per week will you need to spend at college?
- Do you know how many job vacancies there are in this field, in this area?
- Do you know what the salaries are like in this occupation?
- Would you consider doing voluntary work in this area to make sure you are making the right choice?
- Do you have the skills in your current job that could be transported into the new job?

Increasing Working Hours

- What is it that has changed since we last talked?
- What made you decide to increase your hours?
- Would there be any issues concerning childcare if you increased your hours?
- Do you want to increase the hours in the job that you are in at the moment?
- Do you enjoy the job that you are currently doing?
- Could you increase your hours in the job you are currently doing or is there no scope for this?
- Do you have any alternative career ideas?
- Have you asked your existing employer for extra hours?
- Would you like me to help you find another job with more hours?
- Would you like me to help you find a second job?
- Have you thought about asking your employer if there is any other jobs you could do within the company?
- Could you offer to retrain or undergo further training within the company to get a job with more hours?
- In the last 2 months have you had any time off or been late?
- Have you had good feedback from your employer about your performance taking childcare into account?
- Have you offered to come in at short notice to cover absences?
- Could you propose new ideas about things that need to be done?
Create a job.
- Could you work hours that are difficult for the employer to get employees to work?
- Have you offered to fill in when others are off?
- Have you told your co-workers to call you if they have hours they can't cover? When the co-worker asks for the time off, s/he can tell the employer you agreed to cover his/her shift.
- Could you work in two different departments for the same employer?
- Have you offered to work holidays, weekends, evenings and the less desirable shifts?
- Do you have phone or access to a phone so you can be reached for extra hours?

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- Could you learn additional duties so you can fill in for people who are in positions different from your own?
- Could you offer to do a task you see needs to be done?
- You are aware that there are limits on the number of hours you can work per week – 48 hours?
- Would your responsibilities increase by taking on extra hours?

Keeping a Job

- Why do you have concerns about your job?
 - Hours
 - People at work
 - Wage
 - Management
 - Duties
 - Progression possibilities
 - Childcare
 - Transport
- Do you see this change as a long-term concern?
- Have you talked through your concerns with anyone?
- What kind of support do you think you need to resolve this?
- How many hours do you work?
- Are you still happy with this job?
- Are you still happy working in this field?
- Have you done anything to resolve this issue?
- Is your employer still recruiting or likely to be in the future?
- Have you had any feedback from your employer?
- How do you get along with your colleagues?
- Is the employer offering any training - if not, could I find something for you?
- Are you still okay with getting to work?
- How are the kids settling in at nursery?
- Are you coping with your monthly bills?
- Do you know when your next Retention Bonus is due?

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- Is there anything you need like clothing or tools for work?
- Have you thought about taking up further education?
- Do you have any health problems?
- Do you have sick pay benefit?
- If there are any issues that you are having difficulty with, would you like me to speak to your employer on your behalf?

Use retention Bonus/Training Grant, bonus to highlight benefit of keeping job while looking for a new job.

Starting Your Own Business

- Why have you decided to start your own business?
- What types of business are you interested in setting up?
- Have you ever run a business before?
- Have you had any business advice?
- Have you done any research into the viability of your planned business?
- Have you researched what sort of skills or qualifications are required?
- Would you require training before you go ahead?
- What sort of financial backing would you require?
- Have you started a business plan?
- Have you considered the hours you will need to work?
- Will you be working on your own?
- Are you working from home or will you need help to obtain premises?
- Will you need a partner to help get the product manufactured?
- Is it a single or multi person operation?
- Have you considered what marketing or advertising you will need?
- Are there any other interests/hobbies you have that you could incorporate into your business idea?
- Is it an area of work you are/have been involved in?
- Would you be doing business in your local area?
- Do you need capital to invest?
- Do you need help with an Advisory Organisation?
- Do you know what state benefits / grants are available?

Employment Retention and Advancement (ERA)

- Have you secured the finances to start your business?
- Have you an understanding of statutory regulations required in your field?
- Do you have an understanding of accounts / inland revenue requirements?
- Do you have an understanding of employment law / health and safety requirements?
- Have you reliable childcare?
- Do you have good IT knowledge?
- Do you have a business bank account?
- What is your goal? What do you want to achieve?
- Would you like to meet with a qualified Business consultant?

Lots of people start of by visiting an established business to gain knowledge and research particular needs.

We can offer Self Employment advice, undertaking 3 stages, including meeting consultants and test trading

Finding a job where Benefits are offered

- What are you doing at the moment?
- How many hours are you working?
- What benefits does your employer offer to your job role? Is this different for other job roles?
- What additional benefits do you require? Why?
- Which benefits are most important to you? E.G – Pension, healthcare, flexi
- Does the company allow you to earn these benefits at any point? E.G – via promotion/length of service
- Have you considered working for an organisation that provides benefits?
- Have you looked into what jobs are available with that organisation that you have the skills, experience or qualifications for?
- What can I do to help you look for this work?
- Do you require any career guidance?
- Do you need any help looking for training/qualifications?
- Do you require any help to put together a CV?

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- Do you need help with interview techniques?
- Are you prepared to undertake training needed to get the job and meet your goal?
- What things do we need to consider when you are looking for work? i.e. what challenges do you face, e.g. childcare etc

Each of these will generate action points for customers to consider/investigate.

We would expect the customer to consider the feasibility of working for organisations that meet their needs – new transport patterns, change of hours etc and looking at life planning.

What about contacting Human Resource teams in companies? Most are relatively approachable. Good companies will have recruitment packs that outline conditions of service.

Does their current employer meet their needs? Has this been explored? E.g. Good workers are respected. If it was due to, lets say, family friendly policies and term time working this may be a possibility. Build confidence of customer to ask.

Get customers to do their own research and return with the information.

Getting a Job

- What work/field are you looking for?
- Have you the necessary skills/qualifications?
- Are there any vacancies in the local area?
- What are you currently doing to look for work in this area/field?
- Assess realism/commitment